

mspnice award

May 16th, 2023,

Greetings Managers,

One of your employees, Nancy Fortier, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Nancy for her outstanding commitment to customer service at MSP.

Our thanks go out to her on behalf of the Metropolitan Airports Commission, CSAC and the entire MSP community for exhibiting to MSP customers the superior customer service MSP is known for.

Congrats to Nancy!!



Phil Burke, Customer Experience; and Nancy Fortier, MAC Lost and Found

Customer compliment:

Nancy Fortier was GREAT help during this process. She was extremely prompt, professional, and caring. The MSP airport is extremely lucky to have her as an employee. She truly cares about your guests, and I am so grateful for her help.